CUSTOMER DATA
STORAGE SYSTEM 14
CUSTOMER EQUIPMENT

WEB
PORTAL

REMOTE
AGENT 16

20

10

SECURED INTERNET

15

CENTRAL MONITORING SYSTEM
OPERATIONS CENTER

12

CUSTOMER DATA
STORAGE SYSTEM 14
CUSTOMER EQUIPMENT

REMOTE
AGENT
16

WEB
PORTAL

20

CUSTOMER DATA
STORAGE SYSTEM
CUSTOMER EQUIPMENT

WEB
PORTAL

REMOTE
AGENT
16

20

CUSTOMER DATA
STORAGE SYSTEM 14
CUSTOMER EQUIPMENT

REMOTE
AGENT
16

WEB
PORTAL

20

FIG. 1

16

REMOTE AGENT SYSTEM

INSTRUMENTATION 1 — 16d

INSTRUMENTATION n

APPLICATION 1

16a

DB 1 — 16b

DB n

LOG FILE 1 — 16c

LOG FILE n

APPLICATION n

17

EXTERNAL
COMPONENT 1

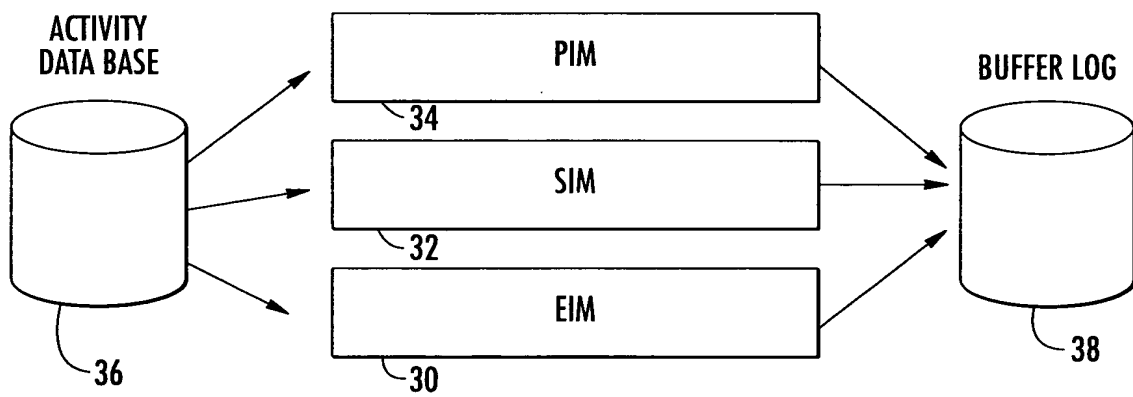EXTERNAL
COMPONENT n

FIG. 2

FIG. 3

FIG. 4

nikebk|nikebk_1069038557|39669|0|Alliente_MFNVNA01a_COL_S08_FIL_0_
1|0|weekly_full|0|3|Nov 16 22:09:17 2003|Dec 17 22:09:17
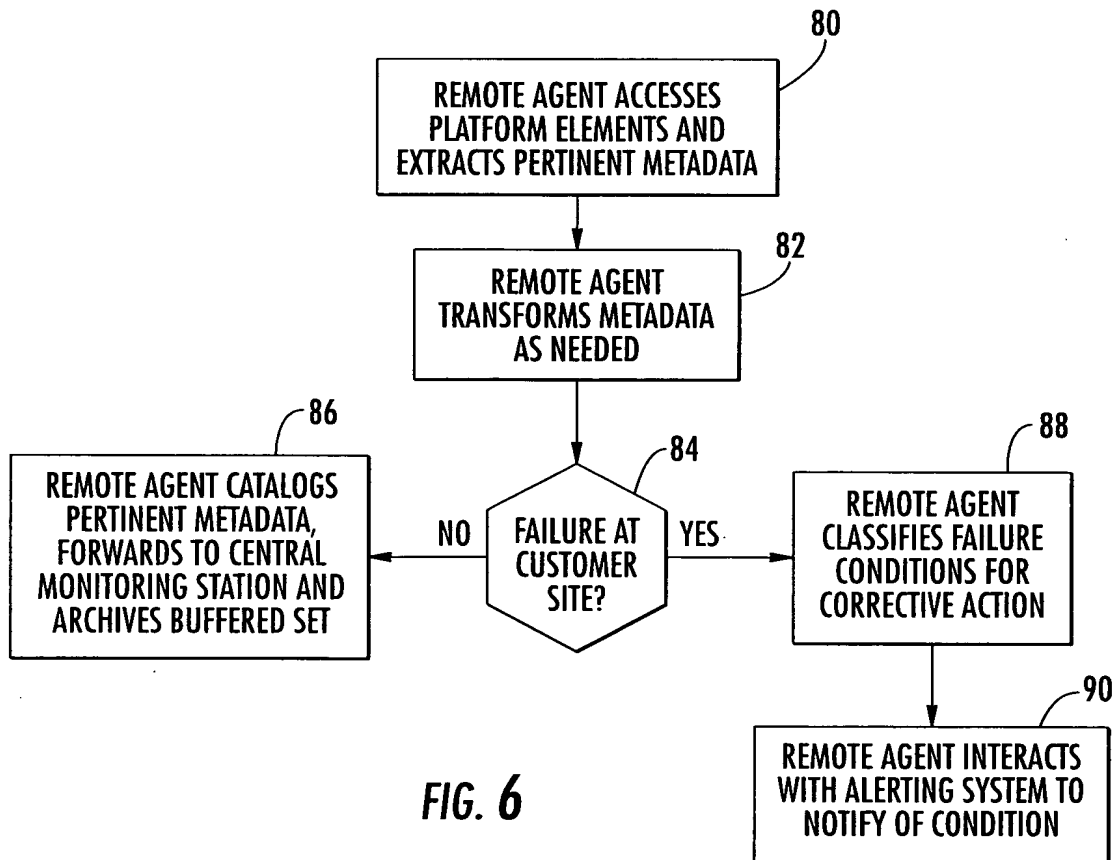2003|2109|6942943|129472|0|000ZYV 00192T|2 3|10.41.3.100|CATI

FIG. 5

FIG. 6

CODE	MESSAGE EXPLANATION
0	THE REQUESTED OPERATION WAS SUCCESSFULLY COMPLETED THERE WERE NO PROBLEMS DETECTED WITH THE REQUESTED OPERATION.
1	THE REQUESTED OPERATION WAS PARTIALLY SUCCESSFULL A PROBLEM THAT MAY REQUIRE CORRECTIVE ACTION WAS DETECTED DURING THE REQUESTED OPERATION.
2	NONE OF THE REQUESTED FILES WERE BACKED UP A BACKUP OR ARCHIVE COULD NOT BACK UP ANY OF THE FILES IN THE FILE LIST.
3	VALID ARCHIVE IMAGE PRODUCED, BUT NO FILES DELETED DUE TO NON-FATAL PROBLEMS THE BACKUP PORTION OF THE ARCHIVE COMMAND REPORTED PROBLEMS SO THE FILES WERE NOT DELETED.
4	ARCHIVE FILE REMOVAL FAILED THE BACKUP PORTION OF THE ARCHIVE COMPLETED WAS SUCCESSFUL BUT THE DELETE FAILED.
5	THE RESTORE FAILED TO RECOVER THE REQUESTED FILES THERE WERE ERRORS THAT CAUSED THE RESTORE TO FAIL.
6	THE BACK UP FAILED TO BACK UP THE REQUESTED FILES ERRORS CAUSED THE USER BACKUP TO FAIL.

0000 NO ADDITIONAL SENSE INFORMATION
0401 LOGICAL UNIT IN PROCESS OF BECOMING READY
0402 LOGICAL UNIT NOT READY, INITALIZING COMMAND REQUIRED
0404 LOGICAL UNIT NOT READY, FORMAT IN PROGRESS
0481 FIRMWARE VERSIONS INCOMPATIBLE
0C00 UNRECOVERABLE WRITE ERROR
0C01 WRITE ERROR RECOVERED WITH AUTO REALLOCATION
0C80 UNRECOVERED WRITE ERROR DUE TO POSSIBLE BATTERY DISCHARGE AND ALTERNATE CONTROLLER FAILURE
0C81 DEFERRED UNRECOVERABLE ERROR DUE TO MEMORY FAILURE
1100 UNRECOVERED READ ERROR
118A MISCORRECTED DATA ERROR - DUE TO FAILED DRIVE READ
1802 RECOVERED DATA - DATA AUTO REALLOCATED
1A00 PARAMETER LIST LENGTH ERROR
2000 INVALID COMMAND OPERATION CODE
2100 LOGICAL BLOCK ADDRESS OUT OF RANGE
2400 INVALID FIELD IN CDB
2500 LOGICAL UNIT NOT SUPPORTED
2600 INVALID FIELD IN PARAMETER LIST
2800 NOT READY TO READY TRANSITION
2900 POWER ON, RESET, OR BUS DEVICE RESET OCCURRED
2904 DEVICE INTERNAL RESET
2981 DEFAULT CONFIGURATION HAS BEEN CREATED
2982 CONTROLLER FIRMWARE SYNCHRONIZED
2A01 MODE PARAMETERS CHANGED
2A02 LOG PARAMETERS CHANGED
2F00 COMMANDS CLEARED BY ANOTHER INITIATOR
3101 FORMAT COMMAND FAILED
3200 OUT OF ALTERNATES
3F01 DRIVE MICROCODE CHANGED
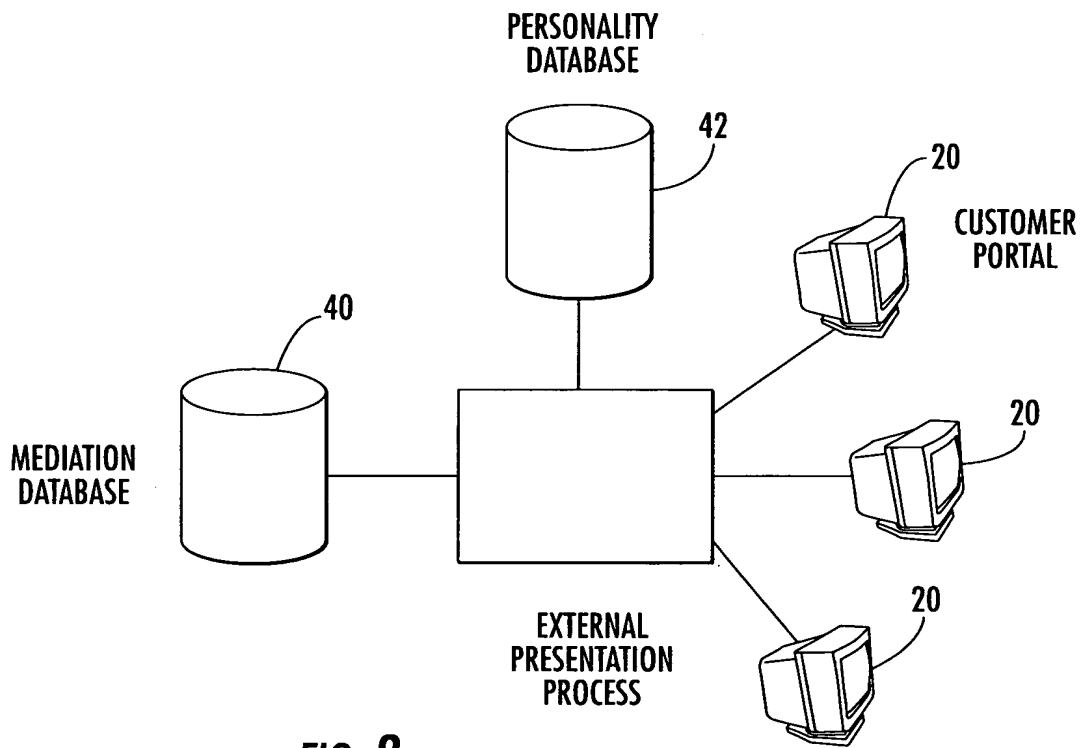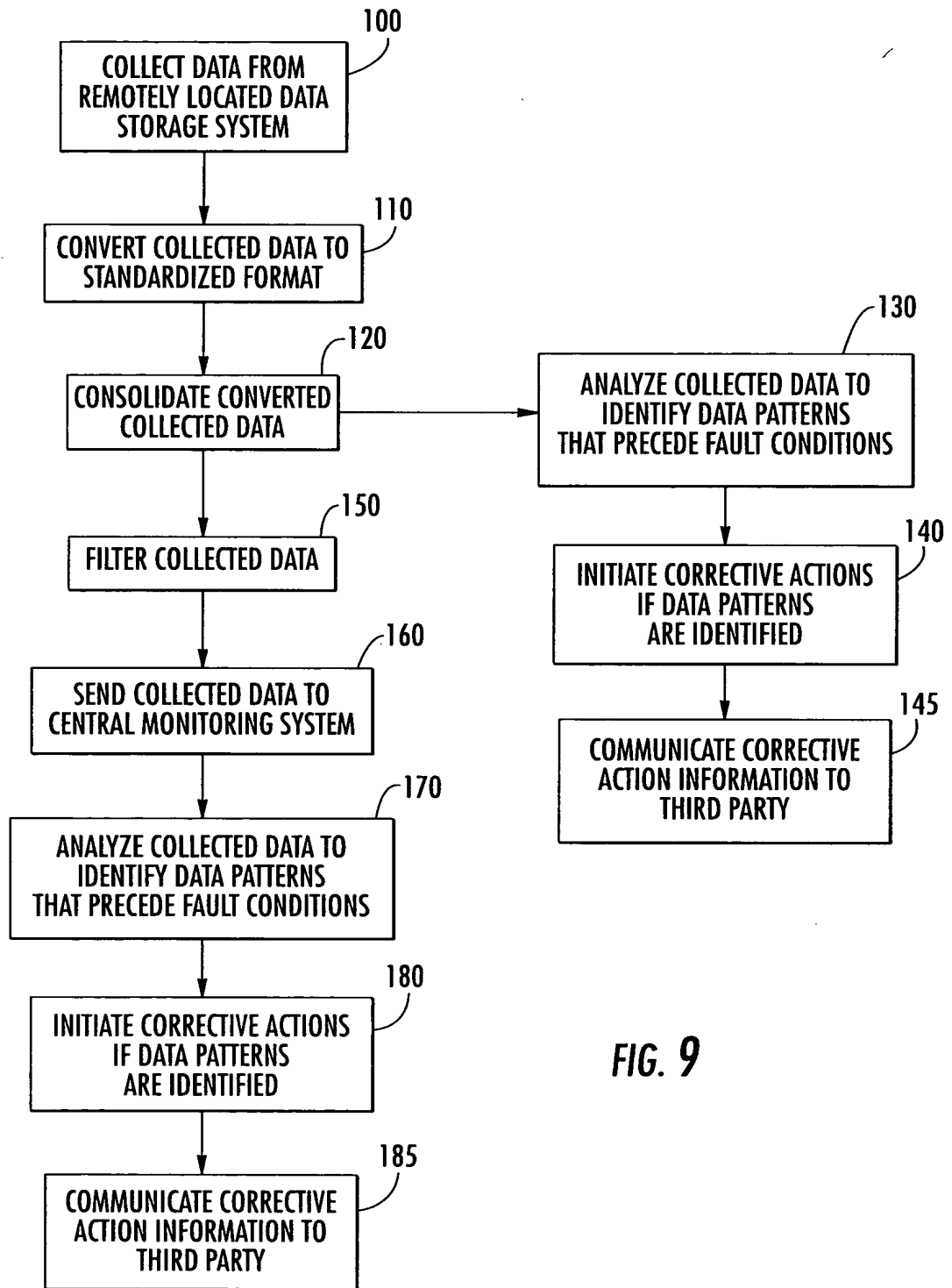3F80 DRIVE FAILED DUE TO WRITE FAILURE

FIG. 7

PERSONALITY
DATABASE

42

20

CUSTOMER
PORTAL

40

20

MEDIATION
DATABASE

20

EXTERNAL
PRESENTATION
PROCESS

FIG. 8

COLLECT DATA FROM
REMOTELY LOCATED DATA
STORAGE SYSTEM
~100

↓

CONVERT COLLECTED DATA TO
STANDARDIZED FORMAT
~110

↓

CONSOLIDATE CONVERTED
COLLECTED DATA
~120

→

ANALYZE COLLECTED DATA TO
IDENTIFY DATA PATTERNS
THAT PRECEDE FAULT CONDITIONS
~130

↓

FILTER COLLECTED DATA
~150

↓

SEND COLLECTED DATA TO
CENTRAL MONITORING SYSTEM
~160

↓

ANALYZE COLLECTED DATA TO
IDENTIFY DATA PATTERNS
THAT PRECEDE FAULT CONDITIONS
~170

↓

INITIATE CORRECTIVE ACTIONS
IF DATA PATTERNS
ARE IDENTIFIED
~180

↓

COMMUNICATE CORRECTIVE
ACTION INFORMATION TO
THIRD PARTY
~185

INITIATE CORRECTIVE ACTIONS
IF DATA PATTERNS
ARE IDENTIFIED
~140

↓

COMMUNICATE CORRECTIVE
ACTION INFORMATION TO
THIRD PARTY
~145

FIG. 9